



The Presidency

**NATIONAL HAJJ COMMISSION OF NIGERIA
(NAHCON)**

GUIDELINES

FOR

**HAJJ 2020 (1441 AH) PILGRIMS' REGISTRATION
FOR STATE MUSLIM PILGRIMS WELFARE
BOARDS/AGENCIES/COMMISSIONS**

(October, 2019)

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**GUIDELINES FOR 2020 PILGRIMS' REGISTRATION FOR
STATE MUSLIM PILGRIMS WELFARE
BOARDS/AGENCIES/COMMISSIONS**

1.0 PREAMBLE

This guideline is issued with a view to have an effective pilgrims' database so as to establish and maintain an adequate information system and proper coordination of Nigerian pilgrims in line with the Commission's mandate.

Therefore, all State Muslim Pilgrims Welfare Boards/Agencies/Commissions (SMPWB/C/A) shall adhere to the following in the Registration of their intending pilgrims for 2020 Hajj:

2.0 REQUIREMENTS FOR REGISTRATION CENTRES

- 2.1 All State Muslim Pilgrims' Welfare Boards/Agencies/Commissions shall provide a Registration Centre(s) which will serve as enrolment centre (s) for intending pilgrims within the area(s), which must be free and can be located:
 - i) In a secure and conducive environment; and
 - ii) In Government/Board owned facility.
- 2.2 The Registration must be conducted within designated working hours as stipulated by the SMPWB/A/C.
- 2.3 A visible signpost with the words "PILGRIMS' REGISTRATION CENTRE"; SMPWB/A/C's name and Centre Number with stipulated working hours clearly displayed in a conspicuous part of the Centre for the awareness of members of the public.
- 2.4 The Registration centre must be equipped with the following:
 - i) standard office furniture;
 - ii) computer systems with printers, UPS and scanners;
 - iii) internet connectivity;
 - iv) passport reader (3M, AT9000 full page reader or OCR640);
 - v) digital camera with at least 15 Mega Pixels;
 - vi) barcode reader;
 - vii) finger print reader (M2SYS);
 - viii) photocopy machines; and
 - ix) backup power supply (inverter, solar, generator etc).

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3.0 ELIGIBILITY REQUIREMENTS

3.1 **REGISTRATION OFFICER:** All SMPWB/A/C's Registration Officers must fulfil the following requirements, while the registration shall be in conformity with e-Hajj portal;

- i) Must be a Muslim, bonafide and authorized staff of the SMPWBs/As/Cs; with at least minimum of (6) Six months to retire from service and his details must be forwarded to the Commission for accreditation.
- ii) In the event of change of registration officers, details of the new and the replaced officer must be communicated to the Commission within twenty four (24) hours for proper documentation.
- iii) Must display his/her valid identity card during the registration exercise/official duty;
- iv) Must be of good moral standing, unquestionable character and not have been indicted or with previous criminal record.

3.2 **INTENDING PILGRIMS:** All intending pilgrims must fulfil the following requirements;

- i) Must be a Muslim;
- ii) Must be known with valid Nigeria travel documents with National Identity Number (NIN).
- iii) Must have basic understanding of the religion and conscious of the obligatory Hajj rites to be observed;
- iv) Must be matured, sane, healthy, medically and physically fit to undertake the journey (certified by a recognized Government Hospital/Clinic/ Medical Centre).
- v) Must provide a reputable Guarantor with documentary evidence;
- vi) The Guarantor Form must be filled in line with the Commission's format;
- vii) Female intending pilgrim must be accompanied by a genuine *Mahram* or his authorized representative with documentary evidence in accordance with the laid down Saudi Rules or any other Rules lay down by the Saudi Arabia;
- viii) The said *Mahram* consent must be sought and obtained.
- ix) Must have a passport with validity period of at least 6 months from the date of departure to Saudi Arabia.
- x) Must be of good moral standing and must not have previous criminal record in the Kingdom of Saudi Arabia;
- xi) Where the intending pilgrim is foreign national, the Travel Agency shall seek the approval of the Commission before registration;
- xii) Must not be restricted from travel by a court of competent jurisdiction or under any travel restriction by any government law enforcement agency;
- xiii) Must not have been involved in any act of gross misconduct during previous Hajj or Umrah.

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4.0 REGISTRATION PROCEDURES

- 4.1 The SMPWBs/As/Cs should access the Unified Pilgrims registration Form from the Hajj Travel Agency Management information System Portal at <https://pilgrimreg nigeriahajjcom.gov.ng> and should be fully filled and complete by the registration Officer on behalf of the intending pilgrims.
- 4.2 The SMPWBs/As/Cs may charge a processing fee of a maximum of ₦500.00. PER form.
- 4.3 The intending pilgrim should thereafter undergo proper screening as well as medical screening with the Medical centre or Doctor accredited by the SMPWBs/As/Cs.
- 4.4 The Medical report and duly completed registration form filled by each intending pilgrim should be submitted to the registration officer at the designated centre.
- 4.5 The registration officer should thereafter cross check the form and the medical record to ensure compliance and if satisfied he should proceed and register the applicant or otherwise reject as deemed appropriate.
- 4.6 Consideration should be given to first timers in the registration exercise.
- 4.7 All data and other document supposed to be provided for registration of intending pilgrim should be uploaded to the Commission's portal, while the original should be kept in the custody of the SMPWBs/As/Cs for record purposes for a period of not less than ten (10) years.
- 4.8 All intending pilgrims must be physically present at the registration centre for appropriate documentation.
- 4.9 The number of pilgrims registered in the e-Hajj portal should not be less than what is obtainable in the e-track portal as well as the quota allocation granted to the state.

5.0) PAYMENT PROCEDURES

- 5.1 The acceptable mode of payment shall be by bank draft, direct cash payment to the bank or e-payment paid into the designated Bank account of the SMPWBs/Cs/As.
- 5.2 Upon confirmation of payment by the SMPWB/C/A an official receipt should be issued to the intending pilgrim as evidence that payment has been made for Hajj.
- 5.3 The receipt should clearly specify the following as contained in Evidence Act 2011:

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- i) Full name of the pilgrim;
- ii) Actual amount paid, date and
- iii) Purpose and category of payment made.
- iv) Signed by official of the SMPWB/A/C

5.4 Payment shall be made in approved format of the Commission in full or in three instalments as follows:

- i) 1st instalment: 50% of the 2019 Hajj fare as announced by NAHCON;
- ii) 2nd Instalment: 35% of the 2019 Hajj fare as announced by NAHCON; and
- iii) 3rd and final Instalment: The outstanding balance of the year's Hajj fare as formally announced by NAHCON.
- (iv) Any state that collected money over and above the approved fare shall be sanctioned or reported to appropriate government Agency for obtaining money under false pretence.

6.0 REASONS FOR REFUSAL TO REGISTER A PILGRIM

6.1 Registration officer may decline to register a pilgrim on the following grounds:

- i) if the intending pilgrim behaves in a disorderly manner at the registration centre;
- ii) if the intending pilgrim is of questionable character;
- iii) if the Registration officer has reason(s) to believe that the information given by the intending pilgrim is false;
- iv) if there is a strong suspicion that the intending pilgrim may likely abscond;
- v) if the intending pilgrim is frail or aged without an accompanying aid;
- vi) if the intending pilgrim refused or neglected to attend the required training session;
- vii) If the intending pilgrim failed to complete his/her payment within the stipulated time limit, (refund of the deposited amount should be made to pilgrim forthwith);
- viii) Where the intending pilgrim feels treated unjustifiable, or strongly believe that refusal is malicious, he/she may appeal to the Commission for a review of the refusal.
- ix) The position of the Commission shall upon investigation override the registration officer and sanction accordingly.

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7.0 POST REGISTRATION REQUIREMENTS

- 7.1.1 **Training:** The SMPWBs/As/Cs shall provide adequate training, education and enlightenment programmes with varied and comprehensive training materials as well as centres with qualified trainers as near as possible to the locality of the intending pilgrims.
- 7.1.2 The training materials must be built upon the relevant manual provided by NAHCON and provide a certificate of attendance and competence to each attendee.
- 7.1.3 All intending pilgrim including self, corporate, government and other sponsored, should ensure attendance at the training and enlightenment programmes session with not less than 70% attendance score.
- 7.2 **Vaccination:** The SMPWBs/Cs/As shall ensure that all intending pilgrims are appropriately vaccinated in accordance with World Health Organization (WHO) and Saudi Government requirements.

8.0) VISA REQUIREMENTS

a) ONLINE DATA ENTRY:

- 8.1 The SMPWBs/As/Cs shall enter the data/particulars of intending pilgrims into the Commission e-portal portal upon collection of any deposit, and subsequent deposits.
- 8.2 Only those pilgrims who paid full Hajj fare shall be captured in the Saudi E-track portal for Visa and other Saudi Hajj related purposes.
- 8.3 Any SMPWBs/As/Cs that failed to capture an intending pilgrim's data as at when due shall be liable for sanction as deemed appropriate by the Commission.
- 8.4 The SMPWBs/As/Cs shall make all necessary arrangements for visa processing for each intending pilgrim. Visa officer must update the SMPWBs/As/Cs records as appropriate.
- 8.5 That the pilgrims should provide the requisite passport photographs.
- 8.6 Upon verification, the States shall be responsible for printing the visa in the prescribed format.
- 8.7 States shall be responsible for any charges attracted in the cancelation of visas that have been already approved by the Saudi Arabia.
- 8.8 Upon issuance of visa, SMPWBs/As/Cs shall be responsible for printing of wristbands for their intending pilgrims.
- 8.9 The Commission will only process visas based on the remittance received as reflected on the e-hajj portal.
- 8.10 Where SMPWBs/As/Cs secure visa(s) outside the Commission's arrangement, payment for the services enjoyed by the pilgrim(s) or any other relevant charges shall be deducted from their Account with the Commission.

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9.0 AIRLIFT OF PILGRIMS TO SAUDI ARABIA

- 9.1 All SMPWBs/As/Cs must assemble their pilgrim's base on aircraft schedule, 12 hours before departure time.
- 9.2 SMPWB/A/C must ensure that only registered intending pilgrims are invited to the camp and scheduled in the manifest for departure.
- 9.3 Must guarantee all pilgrims about to board are screened appropriately in line with aviation standard.
- 9.4 SMPWBs/As/Cs Must confirm that all intending pilgrims possess traveling documents.
- 9.5 Flight Data Sheet (FDS) must be signed by the representatives of the Commission, SMPWB/A/C and airlines for each flight for ease of reconciliation.

10.0 PILGRIMS' STAY IN SAUDI ARABIA

- 10.1 All SMPWB/A/C shall provide the following for pilgrims in Saudi Arabia:
 - a) Comfortable accommodation as approved by the Commission at Madinah, Makkah, and Tents at Muna and Arafah;
 - b) Transportation on all Hajj routes;
 - c) Standard meals;
 - d) Welfare and environmental sanitation;
 - e) Regular enlightenment and education;
 - f) Routine visitation;
 - g) Full disbursement of Basic Travelling Allowance (BTA) before departure;
 - h) Monitoring and compliance with luggage policy;
- 10.2 SMPWBs/As/Cs should not operate clinic(s) except with the approval of the Commission.

11.0 LUGGAGE POLICY

- 11.1 All SMPWBs/As/Cs must comply with the 8Kgs hand luggage (one piece) per-pilgrim and 32Kgs (one piece) any excess shall be taken to approved cargo companies by the Commission.
- 11.2 Dangerous items like sharp objects and prohibited items such as hard drugs and liquid (as indicated on the pilgrims' 32kg) should be properly screened at all departure points before boarding buses to the airport.
- 11.3 The SMPWBs/As/Cs must hand over 32Kgs and Zamzam water to pilgrims on arrival to Nigeria. 

- 11.4 Missing luggage should be reported to the Commission within one week through the SMPWBs/As/Cs.

12.0 RELEASE OF PILGRIMS BACK TO NIGERIA

- 12.1 Release of pilgrims from Makkah to either Madinah/Jeddah shall be on request by the SMPWB/A/C after having satisfied all the conditions for the release.
- 12.2 The destination of the release must be complied with, and the released pilgrims should be accompanied to the airport by a reliable escort(s).
- 12.3 The escort(s) must report and handover the released pilgrims to the Commission's desk officer(s) that are stationed at the departure airport, who would in turn ensure that the released pilgrims had exited the Kingdom.
- 12.4 The desk officer should take appropriate records of the release and ensure that the pilgrims had departed before transmitting the details thereof to the Commission.
- 12.5 The SMPWBs/As/Cs to ensure that at least, one or some of their staff should be left behind at the Kingdom until all their pilgrims are evacuated.

13.0 PILGRIM ABSCONDMENT

- 13.1 **Abscondment:** where pilgrim(s) abscond in the Kingdom of Saudi Arabia, the SMPWBs/As/Cs shall be held responsible and would be liable for prosecution by the relevant Agencies and shall have their license revoked for a period of not less than 1 year.

14.0 Note:

- 14.1 SMPWBs/As/Cs shall forward the data of all the intending pilgrims to the office of Department of State Security Services (DSS) of their respective States Commands for security vetting.
- 14.2 Any SMPWBs/As/Cs that uses any platform other than the prescribed platform, charges extra amount to the approved Hajj fare or registration shall be sanctioned by the Commission as deemed appropriate or be reported to the appropriate government agency for collecting money under false pretence.
- 14.3 Any SMPWBs/As/Cs that divert, or failed to make remittance as at when due, after collecting such money from the pilgrim shall be sanction by the Commission.
- 14.4 Any SMPWBs/As/Cs who fails to refund deposit made by intending pilgrim who could not complete payment for Hajj shall be sanction by the Commission, except where it is documented that the intending pilgrim chooses to leave the deposit for subsequent year.
- 14.5 The Commission shall sanction accordingly any SMPWB/A/C who refused to pay refunds to the pilgrims after reconciliation of account.
- 14.6 This Guideline is applicable to all intending pilgrims including self, corporate, government or other sponsored.

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NOTE:

These guidelines provide for pilgrims' registration requirements and may be reviewed by the Commission from time to time as the need arises. Noncompliance with any provision of this guideline shall attract sanction in line with the extant provisions provided under the Hajj & Umrah (Registration, Licensing and Operations) Regulations, in addition to reduction of slot allocation.

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